

Incident Report

As of 11/2/2010

Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Labor Commission	39	1	40
	30	1	31
Customer Company Total	39	1	40
	30	1	31

Incident Report

As of 11/2/2010

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Labor Commission	39	1	40
	5	0	5
Customer Company Total	39	1	40
	5	0	5

Incident Report

As of 11/2/2010

Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Labor Commission	39 0.42	1 0.12	40 0.42
Customer Company Total	39 0.42	1 0.12	40 0.42

Incident Report

As of 11/2/2010

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Labor Commission	39	1	40
	2	0	2
Customer Company Total	39	1	40
	2	0	2

Incident Report

As of 11/2/2010

Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Labor Commission	39 1.48	1 0.12	40 1.44
Customer Company Total	39 1.48	1 0.12	40 1.44

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As of 11/2/2010

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Detail

INC000000196713	Rich Lunde Metro A Desktop Support	Print/Copy/Scan/Fax Martin Gonzalez	Incident Labor Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.75 25.26
INC000000198262	Sara Danielson Metro A Desktop Support	Network Julie VanBeekum	Incident Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 0.67
INC000000198292	David Lamb Metro A Desktop Support	Application Martin Gonzalez	Error Labor Commission	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.56
INC000000198324	Deedee Brunatti Metro A Help Desk	Application Cindy Schroeder	Error Labor Commission	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000198521	Tonya Gallegos Metro A Desktop Support	PC/Laptop Martin Gonzalez	Hardware Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000198811	Stephanie Carrillo Metro A Desktop Support	PC/Laptop Martin Gonzalez	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000199265	Tammy Baker Metro A Desktop Support	Print/Copy/Scan/Fax Martin Gonzalez	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 1.39
INC000000199368	Mark Leblanc Metro A Desktop Support	PC/Laptop Martin Gonzalez	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000199911	Pete Groesbeck Voice Operations	Telecom Gail Christiansen	Call/Receive Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.25
INC000000199980	Alicia Zavala-Lopez Metro A Help Desk	PC/Laptop Liz Evans	Hardware Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000200713	Kerry Chlarson Metro A Desktop Support	Print/Copy/Scan/Fax Mike Wilde	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.38
INC000000201458	Bobbi Smith Metro A Desktop Support	None Martin Gonzalez	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000201576	Kirk March Help Desk	Application Eileen Dubach	Password Labor Commission	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000202109	Pete Groesbeck Metro A Desktop Support	Print/Copy/Scan/Fax Martin Gonzalez	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000202226	Debbie King Rural South Desktop Support	Print/Copy/Scan/Fax Lane Adams	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.59 0.59
INC000000202677	Karla Rush Metro A Desktop Support	PC/Laptop Julie VanBeekum	Hardware Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

Incident Report

As of 11/2/2010

Labor Commission

INC000000203142	Tonya Gallegos Metro A Desktop Support	Network Martin Gonzalez	None Labor Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.14 1.14
INC000000203314	Bobbi Smith Metro A Desktop Support	Network Julie VanBeekum	Error Labor Commission	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.12
INC000000203315	Alicia Zavala-Lopez Metro A Desktop Support	Application Martin Gonzalez	Error Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000203517	David Lamb Capitol Desktop Support	None Danielle Hood	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.44 7.79
INC000000203527	Nancy Boling Metro A Desktop Support	PC/Laptop Martin Gonzalez	Error Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 4.50
INC000000203820	Karla Staker Metro A Desktop Support	Application Martin Gonzalez	Error Labor Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.74 3.74
INC000000203828	Rosalee Oakeson Metro A Desktop Support	PC/Laptop Martin Gonzalez	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000205630	Terri DeVries Help Desk	Application Vicky Marrelli	Password Labor Commission	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.14
INC000000206190	Blaine Holdaway Metro A Help Desk	Network Liz Evans	Error Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000206904	Kate McNeill Security	Application Ken Wheeler	None Labor Commission	PGP Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.16 2.19
INC000000207357	Karla Rush Metro A Desktop Support	PC/Laptop Martin Gonzalez	Performance Labor Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.17 1.17
INC000000207859	Monica Smith-Austen Metro A Desktop Support	Application Martin Gonzalez	None Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000208072	Bobbi Smith Metro A Desktop Support	PC/Laptop Julie VanBeekum	None Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.25
INC000000208549	Ron Dressler Metro A Desktop Support	PC/Laptop Martin Gonzalez	None Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000210269	Jerry Parkstone Metro A Desktop Support	PC/Laptop Martin Gonzalez	Hardware Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.69
INC000000210833	Alicia Zavala-Lopez Metro A Desktop Support	Application Martin Gonzalez	None Labor Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 0.71
INC000000210922	Gina Spjut Metro A Desktop Support	Application Martin Gonzalez	Error Labor Commission	Industrial Accident Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.36

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INC000000211066	Eric Steadman	Application	None	Adobe Reader		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000211216	Tonya Gallegos	None	None	None		TIR Missed: No	TIR: 0.24
	Help Desk	James Stearns	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.24
INC000000211226	Tonya Gallegos	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.45
	Voice Operations	Annette Nielsen	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.52
INC000000211307	Loretta Woodmansee	Application	Reporting	None		TIR Missed: No	TIR: 0.12
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 3.02
INC000000211655	Sara Danielson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.21
INC000000211689	Karla Rush	Application	Error	None		TIR Missed: No	TIR: 0.91
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.91
INC000000211901	Dave Bloomfield	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.09